

CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Rural Agricultural Development Authority

JOB TITLE:	Logistics User Coordinator
JOB GRADE:	MIS/IT4
POST NUMBER:	4.7
DIVISION:	Information Technology
DEPARTMENT:	Corporate Services
REPORTS TO:	Manager, ICT
MANAGES:	N/A

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date created/revised

STRATEGIC OBJECTIVE

1. Provide farmers with a comprehensive and efficient extension service that fully utilises ICT technology to support, modernise and increase agricultural production, productivity and farmer income;
2. Promote the diversification of agriculture, and improved post harvest handling, agro-processing and livestock production to increase the value of agriculture to the national economy, thereby also improving the standard of living of farm families;
3. Supply farmers, processors and marketers with real time market intelligence, to enhance incomes by reducing surpluses or shortages;
4. Maintain an up to date farmer registration database, giving full details of type of cropping patterns, type of livestock production, location and size of holdings;
5. Promoting land husbandry practices which preserve the natural resource base and discourage farming practices which lead to environmental degradation, particularly in critical watersheds;
6. Ensure that plant and animal, health and safety standards are maintained by educating farmers, thereby ensuring national and international confidence in Jamaican agricultural products;
7. Encourage farming communities through group activities to improve family health and nutrition, reinforce social cohesion and supplement household income through the development and marketing of new agro processed products;
8. Implement national policy initiatives for food security, rural and national economic development; whilst fostering linkages with international donors, NGO's and CBO's and other relevant agencies;
9. Implement appropriate disaster mitigation measures, ensuring a high level of preparedness within farming communities, effectively carrying out damage surveys and developing appropriate strategies to restore productivity once the event has taken place;
10. Attract more young people into agriculture by establishing and strengthening linkages with school garden programmes and the 4 H movement;
11. Develop a human resource capability aligned with the overall mission of the Authority which will ensure officers have a clear career development path and are regularly trained and updated in the latest technologies;
12. Maintain a high level of corporate governance accountability and transparency by ensuring that all financial management, accounting, procurement, monitoring and evaluation systems satisfy the legal and managerial requirements of a Statutory body which is moving towards an effective, performance based, executive agency.

JOB PURPOSE:

Under the general direction of the Director Information Technology, the incumbent is responsible to:

- Track, reconcile and assure communications with ICT vendors and service providers
- Track and assure all agreed communications and administrative arrangements with users and support departments associated with training, system deployment/installation/upgrade and other ICT work programmes
- Operate a help desk for supporting ICT users and facilities
- Track the storage and use of ICT text and technical references, tools and diagnostic equipment used by RADA
- Compile weekly activity reports and monthly work summary reports covering all ICT staff and functionaries and assist the maintenance of project management plans and charts

S/he will also contribute to the strategic objectives of the division which are as follows:

- To provide RADA with appropriate information systems and networks that operates in a reliable, secure and efficient manner.
- To implement solutions to satisfy the informatics (information science) needs of internal and external users.
- To guide the procurement of suitable ICT equipment, services and support facilities for RADA's computerization programme.
- To seek to make RADA self supporting in ICT

KEY OUTPUTS:

- Communication with DP Department's stakeholders monitored and follow-up done
- Installation/upgrade and configuration of RADA's systems and networks have been checked and recorded
- Help desk provided and action toward reconciliation of complaints tracked
- Delivery of ICT equipment, services and/ or support facilities recorded
- ICT reference material, certificates and licences recorded and stored
- Reports prepared and submitted

KEY RESPONSIBILITY AREAS:

- Monitors and follows up on communications between the IT department and other departments as well as vendors, providers and facilitators in order to ensure that RADA receives appropriate ICT equipment, services and facilities as agreed
- Ensures that all equipment are checked, logs all reported faults and user queries, advises the Director Information Technology and the staff responsible and tracks actions towards resolution.
- Disseminates technical instructions from system engineering or administration to ensure proper operations and service continuity of ICT systems
- Records the delivery of ICT equipment, services and /or support facilities
- Arrange, schedule and confirm meetings, interviews and demonstrations between DP staff, users and vendors where appropriate
- Monitors, follows-up and confirms the DP Department's communication with users, vendors and service providers as it relates to implementation
- Records and properly stores all software licenses certificate.
- Disseminates information on back-up and restoration procedures and service continuity measures to relevant users at remote sites
- Provides helpdesk to monitor and register user calls and to disseminate relevant information
- Supports the preparation of request for proposals, tenders and quotations, terms of references and contracts for the supply of ICT equipment and services for RADA

- Ensures agreed technical requirement specification and performance criteria for procuring appropriate ICT equipment, services and support facilities are communicated to the vendor or provider
- Updates project management documentation and activities, and any revised project work break-down of the ICT work programmes.
- Collects and assist in the reconciliation of all documentation associated with the tender/quotation invitation, evaluation and approval when procuring ICT
- Coordinates the development and preparation of technical requirement specifications, project objectives and activities, and performance criteria
- Develops prices in consultation with relevant personnel
- Assists with the preparation of evaluation reports and other relevant documentation required for presentation to the relevant contract committees
- Monitors and reports on the validation and quality assurance of the delivered ICT equipment, services and/or support facilities
- Assists with the evaluation of technology prospects using comparative cost-benefit analysis and make recommendations
- Compiles details on identified training course, assists in the execution of training programme for IT auxiliaries and compiles periodic performance monitoring reports
- Compiles logs of all installations, all troubleshooting, all system development and compiles reports library with appropriate frequency of ICT engineering functions, activities and resource usage.

AUTHORITY

- Access all operational help files and user documents, and to instruct users in standard operating procedures for user applications
- To control the deployment and period of use of tools, test and diagnostic equipment used by RADA
- To access project management details and software files
- To request work activity data and assignments status from all DP staff members

PERFORMANCE STANDARDS

- Communication with DP Department's stakeholders monitored and follow-up done in a timely manner
- Installation/upgrade and configuration of systems and networks are done within the required timeframe
- Help desk operates in an efficient and effective manner to transfer and track complaints within agreed time frame and disseminate required information to all necessary persons.
- Records/documentation are accurate, current and prepared within agreed time frame.
- Reference material/certificates/licenses are stored securely and easily accessible.
- Reports accurate and prepared and submitted on time

INTERNAL AND EXTERNAL CONTACTS

Internal

Contact (Title)	Purpose of communication
Director Information Technology	Receive assignments, reports on status of tasks, referrals for decisions and recommended course of action
Systems/Network Engineer	Receive logistics requirements for tasks and work programmes. Relay related user fault tolerance reports, consult on procedural instructions to be conveyed to IT Auxiliaries/End-Users

Web Master	Receipt of web service material or services procurement requirements. Consult on changes, which will affect website content or availability
Business Support Analyst	Receipt of application integration and development requirements. Consult on changes, which will affect development of production environment
Secretary	Receive messages, request typing and filing services
Systems Administrator	Receipt of systems administration procurement and user and vendor communication requirements. Consult on changes, which will affect the performance of the ICT facilities

External

Contact (Title)	Purpose of communication
ICT Vendor	Conveys ICT specifications, receive technical updates, advice and support, quotation and proposal
ICT Consultant/Contractor	Clarify systems/network consultant requirements, receive technical advice
Support service/Facility Provider	Relay systems/network external service requirements, Receive technical advice
IT auxiliaries and End-Users	Report results on information systems

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Typical office environment, no adverse working conditions

REQUIRED COMPETENCIES

Technical/Functional Competencies

- Excellent analytical/trouble-shooting skills
- Detail-oriented with exceptional follow-up skills
- Good Project Management Skills
- Good organizational skills

Core Competencies

- Excellent oral and written communication skills
- Solid work ethic
- Excellent knowledge of relevant computer applications and systems.
- Knowledge of RADA's rules regulations and policies
- Knowledge of government policies and procedures

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

First Degree in Business Management or Computer Engineering, Associate Degree or certificate in Project Management

Four (4) years experience in junior management, project management or logistics.